



STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
744 P Street • Sacramento, CA 95814 • [www.cdss.ca.gov](http://www.cdss.ca.gov)



EDMUND G. BROWN JR.  
GOVERNOR

January 23, 2017

Ms. Sheryl L. Spiller, Director  
Los Angeles County Department of Public Social Services  
12860 Crossroads Parkway South  
City of Industry, CA 91746

Dear Ms. Spiller:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided to the reviewer from our office during the course of the Civil Rights Compliance Review of July/August 2016. Enclosed is the final report on the review.

There are some compliance issues (deficiencies) identified in the report, which will require the development of a Corrective Action Plan (CAP). Please submit your CAP within 60 days of this letter. Please address each deficiency and include steps and time lines for the completion of all corrective actions and recommendations listed in the enclosed report.

Please submit your CAP in both hardcopy and, in an effort to comply with ADA website accessibility, we also require the CAP to be submitted electronically as a Word document via email at [crb@dss.ca.gov](mailto:crb@dss.ca.gov).

We will provide a copy of your report to any individual who makes a valid Public Records Act (PRA) request. Our reports are considered public documents under the PRA. Once we approve your CAP, it becomes a public document as well. In addition, these documents are published on our website at <http://www.cdss.ca.gov/civilrights/PG2890.htm>.

If you need technical assistance in the development of your CAP, please feel free to contact Daniel Cervantes at (916) 654-2107. You may also contact us by e-mail at [crb@dss.ca.gov](mailto:crb@dss.ca.gov).

Sincerely,

***Original signed by Civil Rights Chief***

JIM TASHIMA, Chief  
Civil Rights Unit  
Welfare to Work Division

Enclosure

c: Charles Palmer, Civil Rights Coordinator

Kim McCoy Wade, Chief  
CalFresh Policy Bureau

Carlos Ocampo, Chief  
Field Operations Bureau

Tami Gutierrez, Chief  
CalFresh Management Operations Section

Paul Gardes  
CalFresh Policy Bureau

Jacqueline Hom  
State Refugee Coordinator

Joe Torres, Office of Civil Rights  
USDA Food and Nutrition Services  
Supplemental Nutrition Assistance Program (SNAP)  
Western Region

Andrew Riesenber  
USDA Food and Nutrition Services  
Supplemental Nutrition Assistance Program (SNAP)  
Western Region

Kevin Aslanian  
Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier  
Western Center on Law and Poverty

**CIVIL RIGHTS COMPLIANCE REVIEW REPORT  
FOR  
LOS ANGELES DEPARTMENT OF  
PUBLIC SOCIAL SERVICES**

**Conducted on  
July/August 2016**

**California Department of Social Services  
Human Rights and Community Services Division**

**Civil Rights Bureau**

**744 P Street, M.S. 8-16-70**

**Sacramento, CA 95814**

**(916) 654-2107**

**Reviewer:  
Daniel Cervantes**

## **TABLE OF CONTENTS**

### **I. INTRODUCTION**

### **II. SUMMARY OF METHODOLOGY**

### **III. DISSEMINATION OF INFORMATION**

### **IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES**

### **V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES**

### **VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS**

### **VII. STAFF DEVELOPMENT AND TRAINING**

### **VIII. DISCRIMINATION COMPLAINT PROCEDURES**

### **IX. VENDOR CONTRACTS**

### **X. CALL CENTER EVALUATION**

### **XI. COMMUNITY INPUT**

### **XII. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL**

### **XIII. CONCLUSION**

## **CIVIL RIGHTS COMPLIANCE REVIEW REPORT**

### **I. INTRODUCTION**

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) staff was to assess the Los Angeles Department of Public Social Services with regard to its compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws.

An on-site compliance review was conducted on July 25 to July 29, 2016. The second week of the review took place August 23-25, 2016. An exit interview was held on August 25, 2016, to review the preliminary findings.

The review was conducted in the following locations:

<b>Name of Facility</b>	<b>Address</b>	<b>Programs</b>	<b>Non-English languages spoken by a substantial number of clients (5% or more)</b>
GAIN Region III	3216 Rosemead Blvd El Monte, CA 91731	GAIN	
Civic Center District Office #14	813 E. 4th Place Los Angeles, CA 90013	CalFRESH, GROW	Spanish, Korean
Metro North District Office #38	2601 Wilshire Blvd Los Angeles, CA 90057	CalFRESH, CalWORKs, GAIN, CAPI	Spanish, Korean
Norwalk District Office #40	12727 Norwalk Blvd Norwalk, CA 90650	CalFRESH, CalWORKs	Spanish
Florence District Office #17	1740 E. Gage Ave Los Angeles, CA 90001	CalFRESH, CalWORKs	Spanish
<b>Unannounced Offices</b>			
Humboldt GROW Site	2200 N. Humboldt St. Los Angeles, CA 90031	CalFRESH, CalWORKs, GROW	Spanish

Rancho Park #60	11110 W. Pico Blvd Los Angeles, CA 90064	CalFRESH, CalWORKs, GROW	Spanish
Metro Special #70	2707 S. Grand Ave Los Angeles, CA 90007	CalFRESH, GROW	Spanish
Metro IHSS #47	2707 S. Grand Ave. Los Angeles, CA 90007	IHSS	Spanish, Korean, Russian, Farsi, Cantonese
Southwest special #08	1819 Charlie Sifford Dr. Los Angeles, CA 90047	CalFRESH, GROW	Spanish

## II. SUMMARY OF METHODOLOGY

In preparing for this review, CDSS staff completed the following tasks:

- Reviewed the 2015/16 Civil Rights Compliance Plan submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.
- Reviewed the previous Compliance Reviews and Corrective Action Plans submitted by the county.

Headquarters and on-site review procedures included:

- Interviews of public contact staff
- Survey of program managers
- Case file reviews
- Facility inspections
- Discussion with community advocate groups. In this review the following organization(s) were contacted for feedback.

**Luong Chau, Claudia Menjivar**  
**Legal Aid Foundation, Los Angeles (LAFLA)**  
 1102 Crenshaw Blvd.  
 Los Angeles, CA 90019  
 Tel: (323) 801-7991

**Mariana Yamamoto**  
**Asian Americans Advancing Justice – LA (AAAJ-LA)**  
 1145 Wilshire Blvd., 2nd Floor  
 Los Angeles, CA 90017

Tel: (213) 977-7500

**Helen Tran**

**Neighborhood Legal Services of Los Angeles County (NLSLA)**

1102 East Chevy Chase Drive,

Glendale, CA 91205

Tel: 800-433-6251

Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Accessibility for Clients with Visual or Hearing Impairments
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

#### **Interviews Conducted of Public Contact Staff**

<b>Classifications</b>	<b>Total</b>	<b>Bilingual</b>
Eligibility Workers	16	9
Adult Program Workers	2	1
Receptionist/Screeners	4	3
<b>Total</b>	<b>22</b>	<b>13</b>

#### **Program Manager Surveys \***

Number of surveys distributed	0
Number of surveys received	0

\*Program Managers were not asked for surveys this year. Instead, program managers were interviewed in person.

#### **Reviewed Case Files**

English speakers' case files reviewed	5
Non-English or limited-English speakers' case files	6 cases preselected by

reviewed	LADPSS 50 cases selected randomly
Languages of clients' cases	English, Spanish, Korean, ASL, Farsi Armenian, Arabic, Cambodian, Hindi, Russian, Tagalog, Cantonese/Mandarin

Sections III through IX of this report contain specific Division 21 civil rights requirements and present field review findings regarding the county's compliance with each requirement. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

Section X evaluates the county's Call/Service Centers services provided to non-English speaking clients and clients with a disability.

Section XI reviews the county's compliance plan, and provides either approval of the plan as submitted, or lays out additional information to be submitted to gain approval.

Section XII highlights issues pointed out by Community Input and summarizes Reviewer Observations.

Section XIII of the report is reserved for a declaration of overall compliance.

### III. DISSEMINATION OF INFORMATION

Counties are required to disseminate information about program or program changes and about how applicants and recipients are protected by the CDSS regulations (Division 21). This dissemination should occur through outreach and information to all applicants, recipients, community organizations, and other interested persons, including non- and limited-English speakers and those with impaired hearing or vision or other disabling conditions.

#### A. Findings

<b>Access to Services, Information and Outreach</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Comments</b>
Does the county accommodate	Yes			Participants may apply



<b>Access to Services, Information and Outreach</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Comments</b>
clients by flexing/extending their hours or allowing applications to be mailed in?				for benefits online using the Your Benefits Now website. They may also mail in applications to their local office. The IHSS program offers home visits to accommodate participants between the house of 8:00am to 6:00pm.
Can applicants access services when unable to go to the office?	Yes			County services can be accessed by mail, online using Your Benefits Now (YBN), Interactive Voice Response (IVR), one of three Customer Service Centers (CSC), and the LADPSS Website.
Does the county ensure the awareness of available services for individuals in remote areas?	Yes			Program and service information is available through posters, pamphlets, community outreach, radio announcements, YBN online, and the LADPSS website.

<b>Signage, posters, pamphlets</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Comments</b>
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13 – 6/11)?	Yes			All of the announced offices visited had the most current version of the PUB 13 in the threshold languages. A physical review of

<b>Signage, posters, pamphlets</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Comments</b>
				the unannounced office was not conducted.
Is the pamphlet distributed and explained to each client at intake and re-certification?		No		During a review of the case file notes, the documentation that the pamphlet was given/explained to the participant was absent. During staff interviews, only 1 worker said they give and explain the PUB 13. Staff are giving the PUB 13 to participants, but they are not explaining it.
Is the current version of Pub 13 available in Arabic, Armenian Cambodian, Chinese, English, Farsi Hmong, Japanese, Korean, Lao Mien, Portuguese, Punjabi, Russian Spanish, Tagalog, Ukrainian, and Vietnamese?	Yes			The most current version of the PUB 13 pamphlet was prominently displayed in the required threshold languages in each of the announced offices visited. A physical review of the unannounced office was not conducted.
If the PUB 13 is not displayed in all the languages available, is there a poster that indicates that the Pub 13 is available in all 18 languages?	Yes			All offices visited had all available PUB 13 displayed in the required threshold languages in the lobby.
Was the Pub 13 available in large print (English and Spanish), CD, audiocassette and Braille?	Yes			
Were the current versions of the required posters present in the lobbies?	Yes			All required versions of the PUB 13 were available in the announced offices.

<b>Signage, posters, pamphlets</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Comments</b>
				A physical review of the unannounced office was not conducted.
Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages?			Someti mes	<p>All offices visited had instructional and directional signs posted in the required languages.</p> <p>All of the offices visited had a greeter that provides instructional and directional information. Offices with a 3<sup>rd</sup> (or more) threshold languages did not have a greeter in the other languages.</p> <p>A physical review of the unannounced office was not conducted.</p>

## **B. Corrective Actions**

<b>Informational Element</b>	<b>Corrective Action Required</b>
Distribution of CDSS' Pub 13	<p>Los Angeles Department of Public Social Services shall ensure that the Pub 13 pamphlet, "Your Rights Under California Welfare Programs" is both given and explained to program participants in all of the programs for which CDSS has oversight responsibility.</p> <p>Div. 21-107.221</p>

Informational Element	Corrective Action Required
Instructional and directional signage	Los Angeles Department of Public Social Services shall ensure that instructional and directional signs are posted in waiting areas and other places that are frequented by clients and that where such areas are frequented by a substantial number of non-English-speaking clients, such signage shall be translated into appropriate languages. Div. 21-107.212 and .24

### C. Recommendation

The county is required to use the latest version of each of the referenced documents. For your information, the most recent version for each of the above referenced documents is:

Pub 13	"Your Rights under California Welfare Programs"	06/11
Pub 86	"Everyone is Different, but Equal Under the Law"	03/07
*Form AD 475B	"And Justice for All"	12/99

\*A newer version of Form AD 475B dated 12/2015 is currently available and will be replacing the old version from 12/99 in the coming weeks. All outdated versions of this poster shall be replaced upon receipt of the newer version from CDSS.

Contact the Civil Rights Bureau to receive the most recent versions, or download the Pub 13 from the CRB website

<http://www.cdss.ca.gov/civilrights/entres/forms/English/pub13.pdf>

## IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

The Americans with Disabilities Act (ADA) requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from the services available. The federal regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable; in other words, easily accomplished and able to be carried out without much difficulty or expense.

The facility review is based on four priorities supported by the ADA regulations for planning achievable barrier removal projects. The priorities include ensuring accessible

approach and entrance to the facility, access to goods and services, access to restrooms, and any other measures necessary.

Note that the references to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the Corrective Action column refer to the federal Standards for Design. Title 24 of California Code and Regulations (T24 CCR) is also cited because there are instances when California state law is stricter than ADAAG specifications.

The county must ensure that programs and activities are readily accessible to individuals with disabilities. This includes building accessibility and availability of accessible parking as well as accessibility of public telephones and restrooms.

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

#### **A. Findings and Corrective Actions**

##### **1. Facility Location:** 3216 Rosemead Boulevard, El Monte, CA 91731

No physical findings at this location.

##### **2. Facility Location:** 813 E. 4th Place, Los Angeles, CA 90013

No physical findings at this location.

##### **3. Facility Location:** 2601 Wilshire Boulevard, Los Angeles, CA 90057

<b>Facility Element</b>	<b>Findings</b>	<b>Corrective Action</b>
Parking	No public parking at this facility	
Water fountain	Water fountain positioned in pedestrian walkway; floor space in front of water fountain only 40 in.	<p>All drinking fountains shall be located completely within alcoves, positioned completely between wing walls, or otherwise positioned so as not to encroach into pedestrian ways. (CA T24 11B-602.9) pg 304</p> <p>The clear floor or ground space shall be 30" min. x 48" min. (CA T24 11B-305.3) (ADA 305.3) pg 214</p>

Facility Element	Findings	Corrective Action
		Wall- and post-mounted cantilevered drinking fountains shall be 18" min. and 19" max. in depth. (CA T24 11B-602.8) pg 304

**4. Facility Location:** 12727 Norwalk Boulevard, Norwalk, CA 90650

Facility Element	Findings	Corrective Action
Parking	ADA parking does not meet minimum ADA standards. No proper access aisle, no proper van accessible space.	<p>Car ... parking spaces shall be 18' long min. (CA T24 11B-502.2) (ADA 502.2) pg 173</p> <p>Access aisles shall adjoin an accessible route. (CA T24 11B-502.3) (ADA 502.3) pg 173</p> <p>Two parking spaces shall be permitted to share a common access aisle. (CA T24 11B-502.3) (ADA 502.3) pg 173</p> <p>Access aisles serving car ... parking spaces shall be 5' wide min. (CA T24 11B-502.3.1) (ADA 502.3.1) pg 173</p> <p>Access aisles shall extend the full required length of the parking spaces they serve. (CA T24 11B-502.3.2) (ADA 502.3.2) pg 173</p>

<b>Facility Element</b>	<b>Findings</b>	<b>Corrective Action</b>
Outside signage	No ADA directional signage indicating accessible path of travel from ADA accessible parking spaces.	Directional signs complying with "Visual Characters" heading in Section 57, Signs & Identification), including the International Symbol of Accessibility complying with "International Symbol of Accessibility" heading in Section 57, Signs & Identification, indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path. (CA T24 11B-216.6) pg 28

**5. Facility Location:** 1740 E. Gage Avenue, Los Angeles, CA 90001

<b>Facility Element</b>	<b>Findings</b>	<b>Corrective Action</b>
Exterior entrance	Ramp leading into building's front entrance not ADA accessible	<p>The clear width of a ramp run shall be 48" min. (CA T24 11B-405.5) (ADA 405.5) pg 183</p> <p>Ramp runs shall have a running slope no steeper than 1:12. (CA T24 11B-405.2) (ADA 405.2) pg 183</p> <p>Cross slope of ramp runs shall not be steeper than 1:48. (CA T24 11B-405.3) (ADA 405.3) pg 183</p> <p>The rise for any ramp run shall be 30" max. (CA T24 11B-405.6) (ADA 405.6) pg 183</p> <p>Please see the most recent</p>

Facility Element	Findings	Corrective Action
		version of the California Accessibility Reference Manual, CA Title 24, and ADA requirements for further information to achieve compliance.
Restroom: Both men's and women's	No ADA accessible stall in restroom.	<p>Clearance around a water closet shall be 60" min. measured perpendicular from the side wall and 56" min. measured perpendicular from the rear wall. (CA T24 11B-604.3.1) (ADA 604.3.1) pg 341</p> <p>A min. 60" wide and 48" deep maneuvering space shall be provided in front of the water closet. (CA T24 11B-604.3.1) (ADA 604.3.1) pg 341</p>

**a. Corrective Action:**

The findings at 1740 E. Gage Avenue, Los Angeles, CA 90001 unlawfully limit the access to persons in wheelchairs. Both the restroom and more importantly, the building's front entrance, must be made accessible immediately as to provide wheelchair access into the building.

**V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES**

Counties are required by Division 21 to ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English-speaking population and individuals with disabilities without undue delays. Counties are required to collect data on primary language and ethnic origin of applicants/recipients (identification of primary language must be done by the applicant/recipient).

Using this information, a county may determine 1) the number of public contact staff necessary to provide bilingual services, 2) the manner in which they can best provide



interpreter services without bilingual staff and 3) the language needs of individual applicants/recipients. Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location that serves a substantial number of non-English-speaking persons. In offices where bilingual staff are not required because non-English-speaking persons do not represent a substantial number, counties must provide effective bilingual services through interpreter or other means.

Counties must also provide auxiliary aids and services, including Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDD's), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, they must ensure that written materials be available in individuals' primary languages if the forms and materials are provided by CDSS in that language, and that information inserted in notices of action (NOA) be in the individuals' primary language.

#### **A. Findings from Program Manager Surveys, Staff Interviews and Case File Reviews**

<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Comments</b>
Does the county identify a client's language need upon first contact? How?		No		<p>Offices part of the preplanned office visits were able to easily identify and provide services to Spanish speaking clients.</p> <p>In both preplanned offices and offices which were visited unannounced, county staff did <b>not</b> identify the participant's language needs upon first contact. Non-English speaking participants were not provided the same language access as English speaking participants (excluding Spanish speaking participants)</p>
Does the county use a primary language form?	Yes			<p>LADPSS uses Language Designation Form PA 481.</p> <p>The form is currently available in Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian,</p>

Question	Yes	No	Sometimes	Comments
				Spanish, Tagalog, and Vietnamese.
Does the client self-declare on this form?			Sometimes	The form is designed to allow the participant to self-declare their preferred written and spoken language. In several cases throughout the case file reviews, the form was not filled out thoroughly or not signed. In other cases, the form was provided in English to a non-English speaking participant.
Are non-English- or limited- English-speaking clients provided bilingual services?			Sometimes	In several instance while observing the lobby, non - English- or limited- English-speaking participants that are not Spanish speaking were not provided bilingual services.
After it has been determined that the client is limited-English or non-English speaking, is there a county process for procuring an interpreter?			Sometimes	In contrast to previous reviews, and at the recommendation of the last report, the process for procuring an interpreter was modified in an attempt to expedite bilingual services. The county has made the language line more available to their front line staff. During face to face interviews with some front line staff, they still did not know how to use the language line.
Does the county have a language line provider, a county interpreter list, or any other interpreter process?	Yes			LADPSS is contracted with the AVAZA language line to provide interpretive services.  As noted previous reviews, in many situations, the language line is available and the most expeditious option, but it is not used as often as it should be.

Question	Yes	No	Some-times	Comments
Is there a delay in providing services?	Yes			<p>While observing in the various lobbies throughout the county, it was common for workers to attempt to assist participants in English rather than in their primary language. Front line workers (and greeters) did not immediately identify a non-English- or limited- English-speaking participant's language. In some cases, no attempt was made to provide services at all.</p> <p>In other situations, participants were made to wait for another certified bilingual worker when the language line would have been a better/faster option.</p>
Are county interpreters determined to be competent?	Yes			All bilingual workers must be certified by the county by completing oral and written test.
Does the county have adequate interpreter services?	Yes			The policy/procedure LADPSS has in place that details how and when workers must provide interpretive services to non-English- or limited- English-speaking participants is sufficient. The workers, for various reasons, just do not follow the processes in place to ensure effective communication.
Does the county allow minors to be interpreters? If so, under what circumstances?		No		Minors are not allowed to be used to interpret by county staff.
Does the county allow the client to provide his or her own interpreter?	Yes			If a client wishes to use their own interpreter, county staff require form PA 481A be filled out and signed by the participant.

Question	Yes	No	Some- times	Comments
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	Yes			If the worker feels that the interpretive service provided by the client provided interpreter is inadequate, he/she may bring in a county certified interpreter to ensure adequate translation.
Does the county use the CDSS-translated forms in the clients' primary languages?			Someti mes	For Spanish speaking cases, forms were found to have been sent in the participant's primary language.  In general, other non-English speaking forms (other than Spanish) were not sent in the participant's primary language.
Is the information that is to be inserted into NOA translated into the client's primary language?	Yes			LADPSS uses a filler letter that instructs participants to contact t their worker if there is something that he/she does not understand.
If language to be inserted into NOA is not available, is there a procedure to ensure information translated to client's primary language?	Yes			See comments above.
Does the county provide auxiliary aids and services, TDD's and other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, large print materials (besides the Pub 13)?	Yes			Auxiliary aids and services are available at each office upon the participant's request.
Does the county identify a client with a disability	Yes			New this review was the introduction of an ADA liaison at

Question	Yes	No	Some-times	Comments
(physical, mental, or learning)?				district offices. Some of the offices visited, both preplanned and unannounced, now have form ADA-PUB4, DO YOU NEED HELP BECAUSE OF A DISABILITY? Participants are greeted with this form/information upon entering the building. The form, in both English (front) and Spanish (back), explains that the law protects individuals with disabilities.
Does the county provide reasonable accommodations to clients with a disability (physical, mental, or learning)?			Someti mes	<p>During interviews, managers and staff stated that they ensure the participant's needs are always met regardless of the accommodation needed.</p> <p>While observing in the offices, in a couple of occasions, participants that had visible disabilities that were <u>not</u> accommodated.</p>
Does the county identify and assist the client who has learning disabilities or a client who cannot read or write?			Someti mes	See comments above.
Does the county offer screening for learning disabilities?	Yes			The GAIN program offers screening for learning disabilities based on test results. Accommodations are made on an as needed basis.
Is there an established process for offering screening?	Yes			LADPSS uses the state mandated process employing the WTW 18, Learning Needs Screening tool, which is also incorporated into the automated CalWORKS Online Appraisal

Question	Yes	No	Some-times	Comments
				Tool as part of all CalWORKs WTW appraisals. The WTW 19, a hard copy of the Learning Needs Screening reviewed with and provided to the participant. The participant may also waive learning disability screening or evaluation by signing the WTW 17, Waiver of CalWORKs Learning Disability Screening and/or Evaluation form.
Is the client identified as having a learning disability referred for evaluation?	Yes			GAIN participants screened as having a potential learning disability are referred for evaluation by professional assessors contracted with the Los Angeles County Office of Education

### B. Corrective Actions

Area of Findings	Corrective Actions
Effective Services	Los Angeles County Department of Public Social Services must develop and implement a policy that identifies the process to ensure effective services to applicants and recipients who are non-English speaking or who have disabilities. Div. 21-115
Timely Services	Los Angeles County Department of Public Social Services must ensure that bilingual/interpretive services are prompt and without undue delay. Div. 21-115
Interpreter Services	Los Angeles County Department of Public Social Services must offer and provide free interpreter services using qualified interpreters. Div. 21-104q(1) and 21-115
Written Materials	Los Angeles County Department of Public Social Services must use and provide translated forms, to include

Area of Findings	Corrective Actions
	translated notice of action forms, in the clients' primary languages when translated by CDSS. Div. 21-115.2

### a. Additional Findings

During this compliance review, the reviewer encountered several instances where a participant (applicant/potential applicant) was in the office and obviously needed either a language or physical accommodation. There were at least 5 instances when the reviewer had to intervene and secure an interpreter for the participant. And in 2 other situations, the participant obviously needed help with an application, but again, the reviewer had to ensure a county employee would help the participant. In all of these instances, the county failed to provide accommodating services.

Per Division 21-115: County welfare departments shall ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English speaking population and individuals with disabilities. The provision of bilingual/interpretive services shall be prompt without undue delays.

## VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Counties are required to ensure that case records document applicant's/recipient's ethnic origin and primary language, the method used to provide bilingual services, information that identifies an applicant/recipient as disabled, and an applicant's/recipient's request for auxiliary aids and services.

### A. Findings from Case File Reviews and Staff Interviews

Documented Item	Adult Programs (IHSS & APS)	CalWORKS & Employment Services	Non-Assistance CalFresh	Fraud
Ethnic origin documentation	SOC 295 Case narrative	PA 481	PA 481	Case narrative
Primary language documentation	SOC 295 Case narrative	PA 481	PA 481	Case narrative

<b>Documented Item</b>	<b>Adult Programs (IHSS &amp; APS)</b>	<b>CalWORKs &amp; Employment Services</b>	<b>Non-Assistance CalFresh</b>	<b>Fraud</b>
Method of providing bilingual services and documentation	PA 481 Case narrative	PA 481	PA 481	Case narrative
Client provided own interpreter	PA 481A Case narrative	PA 481A Case narrative	PA 481A Case narrative	Case narrative
Method to inform client of potential problem using own interpreter	PA 481A Case narrative	PA 481A Case narrative	PA 481A Case narrative	Case narrative
Release of information to Interpreter	PA 481A Case narrative	PA 481A Case narrative	PA 481A Case narrative	Case narrative
Individual's acceptance or refusal of written material offered in primary language	PA 481 Case narrative	PA 481A Case narrative	PA 481A Case narrative	Case narrative
Documentation of minor used as interpreter	LADPSS does not use minors as interpreters	LADPSS does not use minors as interpreters	LADPSS does not use minors as interpreters	LADPSS does not use minors as interpreters
Documentation of circumstances for using minor interpreter temporarily	N/A	N/A	N/A	N/A



<b>Documented Item</b>	<b>Adult Programs (IHSS &amp; APS)</b>	<b>CalWORKs &amp; Employment Services</b>	<b>Non-Assistance CalFresh</b>	<b>Fraud</b>
Method of identifying client's disability	Case narrative	Case narrative	LRS Case narrative	Case narrative
Method of providing reasonable accommodation to the client with disability	Case narrative	Case narrative	LRS Case narrative	Case narrative

## **B. Corrective Actions**

<b>Areas of Action</b>	<b>Corrective Action</b>
Documentation if client provided own interpreter	When applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants/recipients were so informed. Div. 21-116.23
Documentation of interpreter signed confidentiality statement	Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented. Div. 21-116.24
Documentation of primary language	Each agency shall ensure that case record identification shows the applicant's/recipient's ethnic origin and primary language. Div. 21-201.21

Areas of Action	Corrective Action
Documentation that bilingual services were provided	Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter. Div. 21-116.22
General  See recommendation below	Los Angeles County Department of Social Services must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116

### C. Recommendation

During the entrance and exit meeting, the county discussed eliminating the language preference forms, known to the county as form PA 481. The form, if filled out properly, documents the client's spoken language and written language preference.

Division 21-116 states:

- .1 Each agency shall maintain case record documentation in sufficient detail to permit a reviewer to determine the agency's compliance with the requirements of Division 21.
- .2 Each agency shall ensure that case record documentation identifies the applicant's/recipient's ethnic origin and primary language in accordance with Section 21-201.21. In those cases where the applicant/recipient is non-English speaking, the agency shall:
  - .21 Document the individual's acceptance or refusal of forms or other written material offered in the individual's primary language (HANDBOOK: see Section 21-115.2)].
  - .22 Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter.

The discontinued use of this form will eliminate the only source of documentation the county provides in the case files. The use of the form is highly encouraged as it satisfies the documentation requirements detailed in Division 21.

## VII. STAFF DEVELOPMENT AND TRAINING

Counties are required to provide civil rights and cultural awareness training for all public contact employees, including familiarization with the discrimination complaint process and all other requirements of Division 21. The training should be included in orientation, as well as the continuing training programs.

### A. Findings

Interview questions	Yes	No	Sometimes	Comments
Do employees receive continued Division 21 Training?	Yes			LADPSS provides initial civil rights (Division 21) training at the training academy. Refresher trainings are provided annually or on an as needed basis.
Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint?			Sometimes	The county has a policy of informing the local Civil Rights Liaison (CRL) of any discrimination complaints. The CRL then determines the next part of the process. All staff interviewed were aware of their local CRL, but only 2 of the same staff knew the name of the County Civil Rights Coordinator. The situations witnessed by the reviewer (described above and below) should have all been treated as discrimination complaints. County staff is not aware of when to inform the CRL or CRC of these situations.
Does the county provide employees Cultural Awareness Training?	Yes			Cultural awareness training is provided concurrently with Division 21 training.
Do the employees seem	Yes			

Interview questions	Yes	No	Some-times	Comments
knowledgeable about the predominant cultural groups receiving services in their area?				
Does the county provide training on how to interact with clients with disabilities (physical, mental & learning)?	Yes			County staff is trained on how to assist participants who have obvious physical/mental disabilities.

### B. Corrective Actions

Training Area	Corrective Action
Division 21, Civil Rights Training	Los Angeles County Department of Social Services shall ensure that employees receive Division 21 civil rights training at the time of orientation, as well as ongoing training to ensure that public contact staff has knowledge of Division 21, including familiarization with the discrimination complaint process. Div. 21-117.1

### C. Recommendation

The annual Civil Rights Compliance Review should provide an opportunity to train all LAPDSS staff, not just workers that are preselected to answer interview questions. Staff in the offices that were predetermined were much better prepared to answer the interview questions and provide participant accommodations and services.

During the unannounced office visits, staff were clearly distracted by the Civil Rights Compliance Review. In several situations, staff were reacting to the presence of the review/reviewer. Services to participants were only offered after a supervisor or another staff person explained that the reviewer was present. In one instance, a non-English speaker was offered interpretive services after 15 minutes of speaking English after a supervisor explained to the client that a Civil Rights Review was being conducted that day. LADPSS staff need to always be aware of the need to provide services to

participants who need them. Identification of language accommodation should be determined immediately upon the participant entering the office. The greeters in each office should identify the participant's primary language, and every subsequent worker should already be prepared to provide services in the participant's preferred language.

## **VIII. DISCRIMINATION COMPLAINT PROCEDURES**

Counties are required to maintain a process for addressing all complaints of discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was received, the name of the complainant, identifying numbers and programs, basis of discrimination, and resolution. It is usually the Civil Rights Coordinator responsibility to maintain this log.

### **A. Findings from Staff Interviews and Program Manager Surveys**

<b>Interview and review areas</b>	<b>Yes</b>	<b>No</b>	<b>Sometimes</b>	<b>Findings</b>
Can the employees easily identify the difference between a program, discrimination, and a personnel complaint?			Sometimes	Several of the staff interviewed knew the procedure of where to direct a complaint, but could not differentiate between the types of complaints. Several staff stated that all complaints are directed to the Civil Rights Liaison.
Did the employees know who the Civil Rights Coordinator is?			Sometimes	All staff were able to identify the CRL. Not all staff were able to provide the name and/nor the contact information of the Civil Rights Coordinator. The culture of the county is to recognize the CRL as their point of contact for Civil Rights issues. The Civil Rights Coordinator is responsible ensure Division 21 compliance in the county.
Did the employees know the location of the Civil		No		See comments above

<b>Interview and review areas</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Findings</b>
Rights poster with information as to how and where the clients can file a discrimination complaint?				
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	Yes			During the office visits, both announced and unannounced, there were several situations that could have (and should have) been directed to the Civil Rights Unit for discrimination investigation. LADPSS staff must ensure that all applicants and potential applicants are treated equally or without discrimination. Staff should also be able to identify acts of disparate treatment and should report any such acts as discrimination to the Civil Rights Unit.
Is the County utilizing correct correspondence to address the final results to the complainant after the investigation is completed?	Yes			

## **B. Corrective Action**

<b>Element</b>	<b>Corrective Action</b>
Discrimination Process	Los Angeles County Department of Social Services shall ensure staff have knowledge of the discrimination complaint process and are able to differentiate it from other complaint processes. Div. 21-117 and 21-203
Civil Rights Coordinator	Los Angeles County Department of Social Services shall ensure that staff is knowledgeable regarding contact information of the civil rights coordinator, at minimum,

Element	Corrective Action
	where the information can be located. Div. 21-117 and 21-107.21

## IX. VENDOR CONTRACTS

Counties are required to ensure contracted services with contractors, vendors, consultants, and other providers of service, who receive state or federal assistance, include the assurance of compliance agreement.

### A. Contracts Review

Number of Contracts Reviewed	12
Number of Contracts w/Assurance of Compliance Agreement	12

### B. Corrective Action

None

## X. CALL CENTER EVALUATION

County Call/Service Centers are evaluated to ensure services provided are nondiscriminatory toward non-English speaking clients and clients with a disability (physical, mental, or learning).

### A. Findings from Call/Service Center site visit and interviews.

Question	Yes	No	Comments
Is the Call Center/Service Center publically accessible to clients for walk-in services?		No	Call centers are to provide additional support to district offices. Participants must go into a district office to see their worker if they want face to face contact.
Does the Call Center/Service Center answer calls for the entire county, by district, or regional office?	Yes		LADPSS has 3 call centers. Each call center services a specific area with a local phone number, but a participant can call any of

Question	Yes	No	Comments
			the 3 call centers. The county offers a toll free number that will connect you to one of the call center locations.
Does the Call/Service Center have an Interactive Voice Response system?	Yes		The voice prompt answers the phone in English followed by several other languages instructing the participant to select their preferred language.
If so, does the Interactive Voice Response system have language options for all county threshold languages?	Yes		See comments above
Does the Interactive Voice Response system have an option to request free interpretive services?	Yes		The voice prompt answers the phone in English followed by the same prompt in several other languages. The participant is then instructed to select their preferred language in that particular language.
Is the Call/Service Center accessible to clients with a disability (physical, mental, or learning)?	Yes		Call centers have access to telecommunication devices to assist with the deaf/hard of hearing community.
Does the Call/Service Center accommodate clients with a disability (physical, mental, or learning)?	Yes		See comments above
Are the Call/Service Center calls monitored for quality assurance?	Yes		
Does the Call/Service Center staff provide services to client's individual case?	Yes		Clients are directed to the call center for general information regarding their case.



## **B. Observation**

Over the past year, the call center has had several issues related to a participant getting in contact with their worker (a call center employee.) Several times throughout the past twelve months, Civil Rights has received several calls/complaints from concerned benefit recipients stating that they cannot get in touch with a (call center) worker because the number is not valid, the number is disconnected, or the phone just rings with no answer. The issue has been presented to LADPSS on a few occasions by advocates as well as Civil Rights Unit. To this day, the Civil Rights office receives complaints about not being able to get a hold of their worker via telephone. The issues remain unresolved.

## **XI. COMMUNITY INPUT**

As a part of this review, and as noted in Section II, feedback was sought from community and advocate groups. The following summarizes their observations, and will provide issues that the county management team can address to improve their operations from a civil rights perspective.

### **A. Major observations include:**

1. Advocates shared concerns that civil rights complaints are being buried under customer service complaints. They have concerns that customers are genuinely being treated differently, but presented by liaisons and the Civil Rights Coordinator as a customer service complaint, so the issue is never addressed properly.
2. Advocates shared their concern over the availability of the call center. They question how language access is being measured. They are concerned about the difference in wait times per language. They also expressed concern about the multiple layers of prompts to get to a live person.

## **XII. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL**

The Los Angeles County Department of Social Services Civil Rights Compliance Plan for the 2015/2016 fiscal year was received May 26, 2016 is approved as submitted.

## **XIII. CONCLUSION**

The CDSS reviewer found the Los Angeles County Department of Social Services staff warm, welcoming, informative and very supportive. Particular thanks to Sheila Early,

Luis Basurto, and Ricardo Castaneda from the Management Information & Evaluation Section and Charles Palmer and Jessica Alfaro from the Civil Rights Unit, for organizing the details of the review. In each District Office, staff were very helpful with the facility reviews, case reviews, and computer assistance.

The CDSS found the Los Angeles County Department of Social Services in partial compliance with CDSS Division 21 Regulations, and other applicable state and federal laws. County staff continues to reflect a commitment similar to that expressed by management with respect to ensuring access, assistance, and compliance.

The Los Angeles County Department of Social Services must remedy the deficiencies identified in this report by taking corrective actions. A corrective action plan must be received by CDSS within 60 days of the date of the cover letter to this report; and the plan must include a schedule of all actions that will be taken to correct the deficiencies, and an indication of who will be responsible for implementing the corrective action.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance violations and to provide the county with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights staff is available to provide technical assistance as requested.